# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:4628
ANSWERED ON:09.05.2007
GRIEVANCES REDRESSAL MECHANISM BY THE ACCESS PROVIDERS
Owaisi Shri Asaduddin

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether as per the Government's directives all Access Providers have to set up a Consumer Grievances Redressal Mechanism at the call centre level and also an Appellate Authority within the company;

(b) if so, whether the said condition has been complied to by all the Access Providers;

(c) if so, the details thereof and if not, the reasons therefor;

(d) whether with the growing complaints of telecom services and absence of direct complaint and redressal mechanism for consumers, TRAI proposes to review the TRAI Act and sent a proposal to the Government in this regard; and

(e) if so, the response of the Government thereto and the steps taken or proposed to be taken by the Government to ensure that grievances of the consumers are adhered to promptly?

## Answer

MINISTER OF THE STATE IN THE MINISTRY OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) & (c) Yes, Sir. The Access Providers have already set up a Consumer Grievance Redressal Mechanism at the Call Centre Level and an Appellate Authority within the company.

(d) & (e) Telecom Regulatory Authority of India has submitted a consolidated revised proposal to Department of Telecommunications in February, 2007, to consider various amendments in the TRAI Act, 1997.